



**provo**  
EMERGENCY  
COMMUNICATIONS

# PUBLIC SAFETY COMMUNICATIONS MANAGER

## RECRUITMENT INFORMATION





**Provo Public Safety Communications serves Provo Fire & Rescue and the Provo Police Department. The Public Safety Communications Manager will report to the Emergency Communications Executive Committee, consisting of the Mayor, Police Chief and Fire Chief. This position will work closely with senior staff members of the Police and Fire Departments, which, together, will form the Operations Committee.**

**The Public Safety Communications Manager is a new position in Provo City and will lead Provo Public Safety Communications into the future. This future includes the design and construction of a new state-of-the-art emergency communications center, as part of a new public safety headquarters.**

**Provo Public Safety Communications has an allocated staff of 27 full-time and several part-time employees. Recruitment and retention will be a priority for the new Public Safety Communications Manager. Provo will also continue to seek opportunities to partner with neighboring public safety answering points to provide the best possible service to the community. The new Public Safety Communications Manager will lead these efforts.**



## ABOUT PROVO PUBLIC SAFETY COMMUNICATIONS CENTER

Provo has a fully trained staff of professional public safety telecommunicators who provide the highest level of public safety communications services to police and fire responders and to citizens. The Communications Center is currently authorized the following numbers of full-time staff:

- 20 Public Safety Telecommunicators
- 4 Front-line Supervisors
- 1 Operations Manager
- 1 Training Director
- 1 Public Safety Communications Manager

### ABOUT PROVO

- Family friendly city
- Historic Downtown with fine dining and shopping
- Munciple airport offering flights throughtout the west (and expanding)
- Skiing at Sundance Resort, only 20 min from downtown
- World class fly fishing on the Provo River
- Boating, fishing, water-skiing and more at Utah Lake State Park, just outside Provo
- Voted No. 2 Best City in the Nation 2014 by *Outside Magazine*
- Voted No. 2 Best Run city in 2018 by *WalletHub*

### **CANDIDATE PROFILE:**

The successful candidate will bring a demonstrated background in public safety leadership and management, a high degree of integrity, and an ability to lead public safety telecommunications effectively and guide them to provide the highest level of public safety communications services. The candidate will have strong organizational skills and the ability to make strategic improvements and manage change.

### **QUALIFICATIONS AND EXPERIENCE:**

Seven years of experience in public safety communications or police or fire administration, three years of which must have been in a supervisory position; **OR** an equivalent combination of job-related education and experience (substituting each one year of post-secondary education for six months of experience).

Preference will be given to candidates with a Bachelor's degree in Public Safety Management, Criminal Justice, Communications, Public Administration, or other job-related field.

### **KEY EXPECTATIONS FIRST YEAR:**

Work with city leaders to develop a strategic plan to lift public safety communications performance, enhance recruitment and retention, and revise management plans to optimize operations. Survey the state legislative climate governing public safety answering points and make recommendations to meet legislative challenges. Coordinate closely with police and fire administrations to ensure continued delivery of consistent communications services. Prepare the division for transition to a new public safety facility in 2021, including developing plans for providing continuity of operations during a physical move.



APPLY

### **COMPENSATION AND BENEFITS:**

\$77,914 - \$97,304 Annually. Payment will be made by direct deposit. Position includes the following benefits: medical, dental, life, AD&D, and LTD insurance plans; retirement plans; employee assistance and wellness programs; and sick, vacation, and holiday leaves. Optional plans available include the following benefits: health care and dependent care, flexible spending account, health savings account, vision insurance, legal assistance, home and auto insurance, ID theft protection, supplemental medical insurance, and deferred compensation (401k, 457, and IRA) plans.

### **APPLICATION PROCESS:**

Apply online at [www.provocity.jobs](http://www.provocity.jobs) before 6:00 p.m. on Friday, January 17, 2020.





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